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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Human Resources Associate** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. WRITTEN COMMUNICATION SKILLS****(14 Questions)**

Written communication skills are critical to the performance of such tasks as preparing documentation of various human resource administration activities. Test question topics include:

- Grammar;
- Punctuation;
- Spelling;
- Word choice;
- Paragraph structure.

**II. WRITTEN INSTRUCTIONS****(14 Questions)**

Employees in this job often receive written instructions to accomplish many tasks. This section is designed to test your ability to read written instructions and correctly answer questions related to each set of instructions. Written instruction passages include:

- Personnel procedures;
- Requisitioning procedures;
- Voucher instructions;
- Registration procedures.

**III. READING COMPREHENSION SKILLS****(14 Questions)**

The ability to accurately read and understand information is an important part of this job. Employees must be able to read and accurately interpret information from written rules, policies, statutes and human resource reports and forms. The questions in this exam section test your ability to read and comprehend information by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

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#### **IV. INTERPERSONAL SKILLS**

**(14 Questions)**

Employees in this job must be able to communicate and interact with the public as well as other employees. The questions in this exam section test your interpersonal relations skills using typical situations encountered on the job. Test question topics include methods to:

- Effectively respond to questions posed by the public;
- Promote a positive relationship with a supervisor and coworkers;
- Promote a favorable impression of the agency and state employees among the general public;
- Handle individuals who are upset or hostile.

#### **V. NUMERIC REASONING**

**(14 Questions)**

Employees in this job use numeric data and therefore basic math skills are important to successful completion of tasks. For example, employees compute salary and benefit changes and perform calculations involving statistical information. Test questions included in this section ask you to resolve problems or situations requiring basic mathematical computations including addition, subtraction, multiplication, division, fractions and percentages.

#### **VI. OFFICE PRACTICES AND PROCEDURES**

**(14 Questions)**

Employees in this job must manage the flow of work within a business office using appropriate techniques and etiquette. Employees perform paraprofessional or technical secretarial and office support functions. Test questions are designed to assess your ability to:

- Properly handle confidential information;
- Prioritize work of office staff;
- Efficiently schedule appointments for office staff;
- Design office procedures and protocol;
- Manage a filing or data storage system.

#### **VII. TRAINING PRACTICES AND PROCEDURES**

**(14 Questions)**

Employees in this position provide guidance and direction to a small number of support staff engaged in processing and maintaining information and data utilized in various human resources activities. Test question topics include:

- Introducing new work procedures;
- Demonstrating work techniques;
- Reviewing work performance;
- Techniques to use to improve workers' performance on the job.